IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended): An online support method that gives online support to eliminate a problem arising in a device, said online support method comprising the steps of:

(a) providing a user of the device with a specific form that enables the user to input and transmit information with regard to the problem;

(b) providing the user of the device with support information, which is prepared in advance for elimination of the problem, prior to said step (a),

wherein the specific form comprises a first part that asks the user to input first information generally required for analysis of the problem, and a second part that enables the user to input arbitrary information;

(c) obtaining browsing record information, which represents a user's browsing record of the support information, in addition to information input into the specific form; and

(d) transmitting the ~~browsing record information and the~~ information input into the specific form and the browsing record information attached to the specific form to an online support operator.

Claim 2 (Previously Presented): The online support method of claim 1, wherein said step (b) provides the support information in response to each selecting instruction given by the user.

Claim 3 (Previously Presented): The online support method of claim 1, wherein the specific form also asks the user to input information regarding the user.

Claim 4 (Previously Presented): The online support method of claim 1, wherein the specific form also asks the user to input information regarding an operation carried out by the user to eliminate the problem.

Claim 5 (Previously Presented): The online support method of claim 1, wherein the specific form asks the user to input information regarding a user's browsing record of the support information provided in advance.

Claims 6-8 (Canceled).

Claim 9 (Previously Presented): The online support method of claim 1, wherein the first information required to identify the device includes at least one of a model name of the device, an ID number allocated to the individual device, information that identifies a driver program for driving the device, and information that identifies an operating system on which the driver program runs.

Claim 10 (Previously Presented): The online support method of claim 1, wherein the second information required to specify the working status of the device includes at least one of information that identifies an application program activated on the device when the problem arises, information that identifies an application program used for driving the device and specifies data transmitted to the device, and information that specifies a communication environment of the device.

Claim 11 (Previously Presented): The online support method of claim 1, wherein the device comprises a storage unit configured to store specific information representing the

working status of the device, and the second information required to specify the working

status of the device comprises information that allows access to the storage unit.

Claim 12 (Previously Presented): The online support method of claim 2, wherein the

specific form also asks the user to input information regarding the user.

Claim 13 (Previously Presented): The online support method of claim 2, wherein the

specific form also asks the user to input information regarding an operation carried out by the

user to eliminate the problem.

Claim 14 (Previously Presented): The online support method of with claim 2,

wherein the specific form asks the user to input information regarding a user's browsing

record of the support information provided in advance.

Claim 15 (Previously Presented): The online support method of claim 1, wherein said

step (a) enables the specific form to be offered to the user without said step (b), in response to

an instruction given by the user.

Claim 16 (Currently Amended): An online support method that gives online support

to eliminate a problem arising in a device, said online support method comprising the step of:

providing a user of the device with a specific form that enables the user to input and

transmit information with regard to the problem, wherein the specific form comprises a first

part that asks the user to input first information generally required for analysis of the

problem, and a second part that enables the user to input arbitrary information;

obtaining browsing record information, which represents a user's browsing record of

the support information, in addition to information input into the specific form; and

transmitting the ~~browsing record information and the~~ information input into the

specific form <u>and the browsing record information attached to the specific form</u> to an online

support operator.

Claim 17 (Previously Presented): The online support method of claim 16, wherein the

information with regard to the problem includes first information required to identify the

device and second information required to specify a working status of the device.

Claim 18 (Previously Presented): The online support method of claim 17, wherein the

first information required to identify the device includes at least one of a model name of the

device, an ID number allocated to the individual device, information that identifies a driver

program for driving the device, and information that identifies an operating system on which

the driver program runs.

Claim 19 (Previously Presented): The online support method of claim 17, wherein the

second information required to specify the working status of the device includes at least one

of information that identifies an application program activated on the device when the

problem arises, information that identifies an application program used for driving the device

and specifies data transmitted to the device, and information that specifies a communication

environment of the device.

Claim 20 (Previously Presented): The online support method of claim 17, wherein the

device comprises a storage unit configured to store specific information representing the

working status of the device, and the second information required to specify the working

status of the device comprises information that allows access to the storage unit.

Claim 21 (Previously Presented): The online support method of claim 16, wherein the

specific form also asks the user to input information regarding the individual user.

Claim 22 (Previously Presented): The online support method of claim 16, wherein the

specific form also asks the user to input information regarding an operation carried out by the

user to eliminate the problem.

Claim 23 (Previously Presented): The online support method of claim 16, wherein the

'specific form asks the user to input information regarding a user's browsing record of the

support information provided in advance.

Claim 24 (Previously Presented): The online support method of claim 16, wherein the

device carries out one of processing and generation of digital data, and the specific form asks

the user to input at least information that is required to specify a result of either of the

processing and the generation carried out by the device.

Claim 25 (Previously Presented): The online support method of claim 24, wherein the

device inputs one of image data and audio data, and the information that is required to specify

a result is one of the image data and the audio data input into the device.

Claim 26 (Previously Presented): The online support method of claim 24, wherein the

device outputs one of an image and audio based on digital data, and the information that is

required to specify a result represents electronic data representing one of the image and the

audio output by the device.

Claims 27-29 (Canceled).

Claim 30 (Previously Presented): The online support method of claim 1, wherein the

device comprises a storage unit configured to store specific information representing the

working status of the device, and the second information required to specify the working

status of the device comprises information that allows access to the storage unit.

Claim 31 (Previously Presented): The online support method of claim 1, wherein the

specific form also asks the user to input information regarding the individual user.

Claim 32 (Currently Amended): An online support system that gives information to a

client and thereby carries out online support to eliminate a problem arising in a device of the

client, said online support system comprising:

a transmission form providing unit configured to provide the client with a specific

form that enables the client to input and transmit information with regard to the problem,

wherein the specific form comprises a first part that asks the user to input first information

generally required for analysis of the problem, and a second part that enables the user to input

arbitrary information;

a link providing unit configured to provide the client with a link to said transmission

form display unit in a predetermined page that allows access to support information prepared

in advance for elimination of the problem;

a browsing record information obtaining unit configured to obtain the browsing

record information from the client in addition to information input into the specific form,

wherein the browsing information represents a user's browsing record of the support

information; and

transmitting the ~~browsing record information and the~~ information input into the

specific form and the browsing record information attached to the specific form to an online

support operator.

Claim 33 (Currently Amended): An online support system that gives information to a

client and thereby carries out online support to eliminate a problem arising in a device of the

client, said online support system comprising:

a transmission form providing unit configured to provide the client with a specific

form that enables the client to input and transmit information with regard to the problem,

wherein the specific form comprises a first part that asks the client to input first information

generally required for analysis of the problem, and a second part that enables the client to

input arbitrary information;

a browsing record information obtaining unit configured to obtain the browsing

record information from the client in addition to information input into the specific form,

wherein the browsing record information represents a user's browsing record of the support

information; and

transmitting the ~~browsing record information and the~~ information input into the

specific form and the browsing record information attached to the specific form to an online

support operator.

Claim 34 (Currently Amended): A client that gains online support from a predetermined support server to eliminate a problem arising in a device of the client, said client comprising:

a support information display unit configured to receive support information, said support information prepared in advance, from the predetermined support server and to display the support information;

a browsing information registration unit configured to register a browsing record of the support information as browsing information; and

a transmission unit configured to transmit data as part of a specific form required for a further support and the browsing information attached to the specific form that represents a user's browsing record of the support information, wherein said data comprises arbitrary information with regard to the problem and the browsing information, to the predetermined support server, wherein the specific form comprises a first part that asks the user to input first information generally required for analysis of the problem, and a second part that enables the user to input arbitrary information.

Claim 35 (Currently Amended): A client that gains online support from a predetermined support server to eliminate a problem arising in a device of the client, said client comprising:

a processed result storage unit configured to store processed result information, said process result information is required to specify a result of either of processing and generation carried out by the device; and

a transmission unit configured to transmit data as part of a specific form required for a further support and the browsing information attached to the specific form that represents a user's browsing record of the support information, wherein said data comprises arbitrary

information with regard to the problem and the processed result information, to the

predetermined support server,

wherein the specific form comprises a first part that asks the user to input first

information generally required for analysis of the problem, and a second part that enables the

user to input arbitrary information.

Claim 36 (Previously Presented): The client of claim 35, wherein the device inputs

one of image data and audio data, and the processed result information is one of the image

data and the audio data input into the device.

Claim 37 (Previously Presented): The client in of claim 35, wherein the device

outputs one of an image and audio based on digital data, and the processed result information

is electronic data representing either of the image and the audio output by the device.

Claim 38 (Currently Amended): A recording medium in which a program is

recorded, wherein said program functions to drive a device performing steps comprising:

linking to an upper-layered online support Web page, which does not depend upon a

model of the device nor a problem, the online support Web page provides a client with

support information to eliminate a problem arising in the device, the online support Web page

to be shown in at least one of a setting window that allows a user of the device to specify

settings of the device and in a display window that displays a working status of the device,

obtaining browsing record information from the client in addition to information input

into a specific form, wherein the browsing record information represents a user's browsing

record of the support information, and

transmitting the ~~browsing record information and the~~ information input into the specific form <u>and the browsing record information attached to the specific form</u> to an online support operator,

wherein the specific form comprises a first part that asks the user to input first information generally required for analysis of the problem, and a second part that enables the user to input arbitrary information.